The Next Big Thing – Are You Ready for the Future?

Annual Spring Conference
April 20 & 21, 20167
Oviedo Cultural Center
357 Center Lake Lane
Oviedo, FL 32765

Thursday, April 20, 2017

8:00 – 9:00am  Registration/Networking
                Continental Breakfast (Provided)

9:00 – 9:10am   Welcome & Introductions - FBC
                Presented by: Brian Rewis, City of Lakeland, FBC Chair

9:10 – 9:20am   Welcome - City of Oviedo
                Presented by: The Honorable Dominic Persampiere, Mayor City of Oviedo

9:20 – 10:45am  KEYNOTE PRESENTATION:
                “Connected City”
                Presented by: Kartik Goyani, Metro Development Group
                The Connected City Corridor is a State-initiated pilot program that is unique to Pasco County, and will be the first planned community to be built from the ground-up with a fiber network that will provide the fastest Gigabit internet service in the country. The Gigabit internet service will be made available to all residents, businesses, and institutional users in the Connected City, and become a catalyst to attract start-up technologies and other businesses to locate here, thus generating high-paying jobs to Pasco County residents, while also providing a unique, contemporary lifestyle for those who choose to reside in this master-planned mixed-use suburban and urban design setting.

10:45 – 11:00am Break

11:00 – Noon   Is Your Jurisdiction Taking Advantage of What the FBC Offers?
                Presented by: Randy Phillips, FBC Past Chair, Susan Boyer, FBC Executive Director and Duncan Graham, Account Manager, Covalent/ideagen
                This presentation looks at various services and training offered by the FBC to assist the membership in getting the most utilization from the annual data collection for process evaluation and trainings offered such as Lean Six Sigma Yellow Belt and Green Belt Certification. In addition, Covalent will demo the Browser Dashboard feature of the software that FBC will be rolling out to the membership this summer. The use of the
dashboard will be the decision of the individual jurisdictions and an additional benefit of membership.

12:00 – 1:00pm  **Networking Lunch** (Provided)
Announcements & New Member Acknowledgement

1:00 – 2:00pm  **Showcase of Lean Six Sigma Green Belt Projects – The Data May Just Lead to Some Unexpected Answers**

*Presented by: Two of the FBC 2017 Green Belt Class Projects*

1) **Improve County Agenda Item Process (impacts all departments)** – The team will provide an overview of the problem – late agenda items causing delays and redo’s of final agenda and the root causes for them. The root cause the data lead them to and the various countermeasures developed – such as a procedure and software training, and/or a decision support tool that could be used.

2) **Reduce Light Fleet Vehicle Maintenance Cost (impacts most departments)** – The team will provide an overview of the problem, the data review and analysis and the root cause of high maintenance costs. An overview of the countermeasures developed, such as operational changes needed, and where they are in the process of implementation.

2:00 – 2:15pm  **Break**

2:15 – 3:30pm  **Panel Presentation – “The Next Big Thing - Government on Demand – Are You Ready?”**

*Facilitator: Gordon Burger, Director of Budget and Administrative Services, Charlotte County*

*Panel Members: Gordon Burger, Director of Budget and Administrative Services, Charlotte County*
*James Chauncey, IT Programmer, City of Lakeland*
*Matt Broffman, Digital City Initiative, City of Orlando*

A recent Adobe digital government survey showed that in the last year, 95 percent of citizens interacted more with their government than they did a year ago. Out of those surveyed, 90 percent said interacting with government online saved them time and energy. In the age of Wikipedia, Amazon, Airbnb and Uber our citizens not only accept online information and service, they expect it. In this panel discussion three local governments will highlight their progress toward engaging citizens online and the impact it has on how and what they measure.

3:30 – 4:00pm  **Closing Remarks**

**6:30pm  **Networking Dinner**
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Friday, April 21, 2017
8:15 – 9:00am  Registration/Networking
   Continental Breakfast (Provided)

9:00 – 9:10am  Welcome & Introductions - FBC
   Presented by: Brian Rewis, City of Lakeland, FBC Chair

9:10 – 10:30am  KEYNOTE PRESENTATION:
   How to Provide Data – When Data is Everywhere
   Presented by: Dr. Christopher McCarty, Director of the University of Florida Survey Research Center and the Director of the UF’s Bureau of Economic and Business Research (BEBR)
   Over the past 20 years we have witnessed the most significant changes in how data are created and disseminated than any time in history. For those of us whose business is the creation and consumption of data this presents new challenges. Dr. McCarty will use examples from the Bureau of Economic and Business Research, a leader in providing data to Floridians for the past 80 years, to highlight examples of this changing context.

10:30 – 10:45am  Break

10:45 – noon  Showcase of Lean Six Sigma Green Belt Projects – The Data May Just Lead to Some Unexpected Answers
   Presented by: Two of the FBC 2017 Green Belt Class Projects
   (1) Reduce the Number of Days to Review and Approve Building Permits – The team will provide an overview of the problem – time to process building permits (does not include over the counter permits like fences, etc.) The root cause the data lead them to and the various countermeasures developed – such as a procedure modification, technology enhancements, staffing levels, and/or a decision support tool that could used to identify stakeholders during the planning of a construction project.
(2) **To Reduce the Time to Gain Code Violation Compliance** – The team will provide an overview of the problem, the data review and analysis and the root causing delay in achieving compliance. An overview of the countermeasures developed, such as operational changes needed, and where they are in the process of implementation.

12:00 – 1:00pm  **Networking Lunch** (Provided)

Announcements

1:00 – 2:00pm  **Employee Development and Retention: Data Driven Insights for Program Planning**

_Presented by: Deborah Wells Faust, EdD, MSM, BCC, ASQ SSYB, Manager of Organization and Employee Development, Polk County_  
Many of us have experienced the frustration of developing high-potential team members only to have them move on to “greener pastures”. This presentation will provide attendees with data-driven reasons to develop low-cost, easy-to-implement, and measurable employee development programs.

2:00 – 3:00pm  **Data Data Everywhere - How Several Budget Offices Have Harnessed Its Power**

_Facilitator: Jess Savidge, Budget Analyst/Financial Services, City of Lake Worth_

_Panel Members: Kristen Bishop, Budget and Management Coordinator, Broward County  
David Dunn, Division Manager, Fleet & Facilities Management Division, City of Orlando  
Randy Brown, Utilities Director & Maria Loucraft, Utility Compliance and Efficiency Manager, City of Pompano Beach_

As FBC members there is annual and multi-year data available for jurisdictions. Is your budget office harnessing the power of the data collected? This panel of FBC members will look at using the data to gain national recognition from organizations like GFOA and ICMA; addressing operational performance; or taking those first steps to include meaningful performance measures in your budget documents.

3:00 – 3:15pm  **Closing Remarks & Evaluations**